

# GSEP 2011 Work-Plan – Revised 3-11-2011

## I. Outreach and Partnership with Employers

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**Goal #1:** Create working partnerships between businesses and employment service providers at both a local and state level so that individuals with disabilities have access to and retain the jobs that they want.

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Proposed Strategies/Activities	Projected Outcomes	Timeline
<p>Marketing and Public Relations Campaign will continue to expand and evolve:</p> <ul style="list-style-type: none"> <li>• Phase II Customization of TBTL New Hampshire Landing page.</li> <li>• Methodology &amp; templates will be created by Church &amp; Main, Inc to capture additional success stories using a consistent process.</li> </ul> <p>Church &amp; Main, Inc and MCST (Lead Agency) will provide Technical Assistance to regions on effective use of campaign; refinement of success stories; and continue with fulfillment of campaign statewide.</p>	<p>Employers will have better access to disability employment resources.</p> <p>Employer will have better visibility of the contributions workers with disabilities bring to the workforce. Campaign effectiveness will be tracked via the hits to TBTL Landing page and DRED campaign specific web pages.</p> <p>20 additional employment success stories will be captured (from VR, Mental Health Centers and Area Agencies) and disseminated via the virtual work incentives resource center, the Division of Resources &amp; Economic Development (DRED) and the TBTL NH Landing page.</p> <p>6 Job Developer/Workforce Development Coalitions will effectively use campaign materials for outreach with employers.</p>	<p>January – December 2011</p>

<p>DRED and VR to co-sponsor workshops for employers to promote hiring individuals with disabilities.</p>	<p>DRED and VR will strengthen their partnership in promoting workforce development models that create employment opportunities for workers with disabilities that meet employer needs.</p>	<p>April – December 2011</p>
<p>DRED, VR &amp; GSEP to Host Annual Employment Leadership Award Breakfast</p> <p>Develop marketing success stories for award winners</p>	<p>200 employers, employment professionals and workers with disabilities will attend October 13, 2011 conference.</p> <p>5 new employer success stories will be developed.</p>	
<p>Establish Technical Assistance Center for Innovative Workforce Development Models</p> <ul style="list-style-type: none"> <li>Support Linkabilities to expand from a Project SEARCH Regional Technical Assistance Center into a TA Center for Sector-Based Training &amp; Innovative Workforce Development Models.</li> </ul>	<p>Develop financially viable TA Center to assist NH agencies to learn about and utilize effective workforce development models that promote competitive integrated employment. Identify grant opportunities that the TA Center and the State can jointly apply.</p> <p>Develop 2 new sector based models with potential for replication.</p> <p>Develop manuals and templates (video and handouts) that will assist other regions of NH (or the nation) with new employment model development.</p> <p>Develop two new Business Advisory Councils (BAC).</p> <p>Promote Sector Based training including further</p>	<p>January – December 2011</p>

	<p>replication of Project SEARCH.</p> <p>Establish new relationships with Community Colleges and WIA programs</p>	
Marketing of new sector development and new employment programs and relationships	<p>Marketing of new programs in NH</p> <p>Highlight success stories as a result of new models</p> <p>Development of new sector-based website for state of NH to be part of the virtual “hub” for employment</p> <p>Videos of programs, successes and BAC’s for replication</p>	June - December 2010

## II. Employment and Transition Services for Students

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**Goal #2:** Increase school and community capacity to effectively prepare and support students with disabilities for entrance and mobility in the workforce.

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Proposed Strategies/Activities	Projected Outcomes	Timeline
<p>Expand and Replicate ACES (A Chance to Experience Success) 2 week residential summer program at Keene State College for high school students with disabilities to foster career aspirations and dreams:</p> <ul style="list-style-type: none"> <li>• Support Project Coordinator</li> </ul>	<p>Offer program in Summer 2011 to provide extended learning opportunities, vocational assessment, independent living skills and recreational opportunities on a college campus.</p> <p>25 students will attend for a 2 week session</p>	January – July 2011

<ul style="list-style-type: none"> <li>• Set-up residential staff using education students working for credit;</li> <li>• Set-up Internships on campus;</li> <li>• Conduct outreach to schools, families and students</li> <li>• Set-up funding arrangements with VR, schools, families, and scholarships as well.</li> <li>• Refine curriculum</li> <li>• Create marketing materials (DVD from 2010 experiences, brochure, etc.</li> <li>• Provide outreach and TA to college and universities interested in learning about replicating model</li> </ul>	<p>resulting in:</p> <ul style="list-style-type: none"> <li>• Better coordination and understanding of services between VR and Schools on assessment and transition planning</li> <li>• Establishment of portfolio and training materials for both VR and schools for career counseling</li> <li>• Establish rate structure for funding streams and sustainability</li> </ul> <p>Present impact of camp experience on students' lives and "lessons learned" in at least 3 presentations throughout the state.</p>	<p>Sept – December 2011</p>
<p>Collaborate with VR and Business Community to support a ½ day Youth Employment Training- Job Fest</p> <p>MCST to provide TA to other regions interested in replication.</p>	<p>100 youth will participate in education on employer expectations, completing applications, effective interviewing skills and how to network.</p>	<p>January – May 2011</p>
<p>Develop infrastructure to offer easily accessible professional development for educators and agency staff promoting youth transition &amp; employment topics using an existing model developed by KSC Graduate Studies and Continuing Education. Tools will be web-based.</p> <p>Topics to include but not limited to:</p> <ul style="list-style-type: none"> <li>• Indicator-13, including a module about</li> </ul>	<ul style="list-style-type: none"> <li>• Accessible professional development tools with enhanced resources. Information on work based learning and ELO's that tie in with existing DOL guide</li> <li>• Increase understanding of how to develop ELO's and support employment development of youth with disabilities</li> </ul>	<p>January – December 2011</p>

<p>Extended Learning Opportunities (Leos).</p> <ul style="list-style-type: none"> <li>Design and promote a web-based version of the <i>Habits of Work</i> employment soft skills curriculum for work based learning professionals to efficiently access topics.</li> </ul> <p>MCST to provide technical assistance statewide.</p>	<ul style="list-style-type: none"> <li>A core network of facilitators (instructors) will be identified statewide to provide support to offer professional development opportunities.</li> <li>Embed curriculum in existing coursework for educators.</li> </ul>	
<p>Replication of Project SEARCH in three new regions in 2011.</p> <p>TA will be provided by Linkabilities.</p>	<p>3 new sites will be developed with an anticipated start date January 2011. 14 students will be enrolled.</p>	<p>January – December 2011</p>
<p>Expand and strengthen regional Community of Practice on Secondary Transition modeling after the Statewide CoP.</p> <p>Technical Assistance will be provided for on-going development of CoP's.</p>	<p>All 10 regions of the state will have an established regional CoP on Secondary Transition.</p> <p>The purpose is to break down silos among school districts within same region to increase professional support and collaboration among transition staff to improve transition outcomes for HS students..</p> <p>Establish 2 additional regional Cop's throughout the State.</p> <p>Three teleconference calls will be provided by successful regional CoP groups to assist newer group.</p>	<p>January-December 2011</p>
<p>Continued work on Small Business Development and Self-Employment Initiatives.</p>	<p>Highlight success stories from the pilot to be posted on the virtual "hub".</p>	<p>January – December 2011</p>

<ul style="list-style-type: none"> <li>TA provided by Griffin &amp; Hammas</li> </ul>	<p>Develop MOU with Small Business Development Center and Microcredit NH for continued partnership and growth of concept to other regions of the state.</p> <p>Make materials and knowledge gained available online. Host 3 teleconferences and participate in at least one workshop/conference to share information with other regions of the state.</p> <p>Build 2 self-employment networking groups in the region and mentor at least two regions in establishing their own networking groups</p>	
<p>Establish and disseminate I AM SUCCESS marketing strain aimed at transition aged youth. Work with DOE, BDS Family Councils, NAMI and State &amp; local CoP's to connect campaigns to schools and advocacy organizations.</p> <p>Develop a marketing tool kit for schools to help raise awareness and raise expectations for employment in print and pdf versions.</p>	<p>Provide materials highlighting VR services to youth, ELO's/sector based training opportunities, etc to promote expectation of employment.</p> <p>50 schools will receive the marketing tool kit along with technical assistance on how to use the materials through the Annual Summit for the Community Of Practice on Transition, Fall 2011.</p> <p>All materials will be made accessible via the virtual "hub" and the MCST websites.</p>	January-October 2011
<p>Support the continued expansion of RENEW (Rehabilitation for Empowerment, Natural Supports, Education and Work) to provide effective Secondary Transition Services for Youth with Emotional and Behavioral Disorders</p> <p>Strengthen and expand the training and supports</p>	<p>20 RENEW Facilitators in CMHC's will be trained in how to:</p> <p>Use community-based employment resources (such as VR, vendors, etc.)</p> <p>Facilitate naturally supported employment</p>	January – December 2011

<p>related to employment and work-based learning activities for staff in the 7 mental health centers that are participating in the existing</p>	<p>opportunities for the youth in the RENEW project.</p> <p>Advocate for and develop work-based learning opportunities for the youth in the RENEW project.</p> <p>Advocate for and design Individualized Learning Opportunities, and Community Service options for the youth in RENEW.</p> <p>Link the GSEP staff with the RENEW Leadership Team to help with longer-term policy change and sustainability of the RENEW model.</p>	
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### III. Enhance Staff Training and Development Opportunities

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**Goal #3:** Develop and use a variety of resources to ensure that employment service provider agency staff is well oriented and trained to assist individuals with disabilities to achieve better employment outcomes, including increasing the number of individuals with jobs.

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<b>Proposed Strategies/Activities</b>	<b>Projected Outcomes</b>	<b>Timeline</b>
<p>Continue to work with statewide partners, the Institute for Community Inclusion and the New England TACE Center to modify and adopt competencies for Employment Specialists.</p>	<p>Adoption of Competencies for Employment Specialists by NH VR and Developmental Services.</p> <p>Employers will experience more consistent and coordinated outreach from job developers statewide.</p>	<p>January – May 2011</p>
<p>Job Developer/Job Coach standardized training will be developed as comprehensive foundation</p>	<ul style="list-style-type: none"> <li>• Agreed upon competencies/basic job</li> </ul>	<p>January-May 2011</p>

<p>job preparation:</p> <ul style="list-style-type: none"> <li>• Work with ICI, to establish curriculum based on cross agency job expectations</li> <li>• Create on line training tools</li> <li>• Train the trainer model</li> <li>• Refine ACRE training</li> <li>• Establish Trainers Bureau where recognized trainers are providing approved training across the state.</li> </ul>	<p>expectations to align with National APSE competencies.</p> <ul style="list-style-type: none"> <li>• Core curriculum will be established with specialty areas including psychiatric disabilities, TBI and autism spectrum disorders.</li> <li>• 35 Employment Professionals will complete ICI-ACRE Training.</li> <li>• Create a training bureau that utilizes curriculum that will be established.</li> <li>• Recruitment/coordination of participants</li> </ul> <p>12 Employment Professionals will complete ICI-ACRE Train the Trainers Model.</p> <p>15 Employment Professionals will be registered with the Trainer's Bureau.</p>	<p>January-May 2011</p> <p>May-December 2011</p> <p>May – December 2011</p>
<p>Expand and strengthen Job Developer/Workforce Development Coalitions in all 10 regions of the state to:</p> <ul style="list-style-type: none"> <li>• Foster professional and coordinated outreach to employers.</li> <li>• Increase networking among regional employment specialists including VR, Community Mental Health Centers, Area Agency Providers, School Transition Coordinators, Employment Security, and</li> </ul>	<p>Establish coalitions in 5 additional regions to create strong regional employment specialist networking groups.</p> <p>Regional Groups will attend quarterly statewide Community of Practice for Employment to:</p> <ul style="list-style-type: none"> <li>• Set employment agenda</li> <li>• Influence policy</li> </ul>	<p>January – December 2011</p>

<p>community service providers.</p> <ul style="list-style-type: none"> <li>• Share best practices, identify professional development needs, and influence policy.</li> </ul> <p>Provide Technical Assistance and support via the Community of Practice for Employment (formerly the GSEP State Steering Committee)</p>	<ul style="list-style-type: none"> <li>• Raise professional standards</li> <li>• Identify professional development needs</li> <li>• Share Best practices</li> <li>• Help establish an APSE Chapter</li> <li>• Coordinate regional efforts (training &amp; outreach w/employers)</li> </ul> <p>Regional and statewide information will be shared through the regional coalitions and statewide CoP for Employment.</p>	
<p>Build infrastructure to provide effective employment supports and services for individuals with Traumatic Brain Injury (TBI).</p> <ul style="list-style-type: none"> <li>• Develop curriculum on how to provide effective vocational supports for individuals with traumatic brain injury.</li> <li>• Establish TBI Advisory Council to help direct capacity building initiative.</li> </ul> <p>The development of additional specialty tracks will be explored. (ex: autism, psychiatric disabilities, etc.)</p>	<p>5 TBI service providers will build capacity to effectively support individuals with TBI in obtaining and maintaining employment.</p> <p>At least 2 Train the Trainers will be identified as TBI vocational experts.</p> <p>Additional Curriculum will be developed to provide additional professional development opportunities for employment specialists.</p>	<p>January – December 2011</p>
<p>Continue to develop a unified vision for</p>	<p>Become a statewide APSE Member.</p>	<p>January-December 2011</p>

<p>employment throughout the State of NH including service providers, state agencies, schools, individuals, families and employers via the Community of Practice for Employment.</p>	<p>On-going support and facilitation for Community of Practice on Employment to meet quarterly.</p> <p>Host Annual Employment Summit for all CoP for Employment stakeholders and cross systems leadership to review employment outcomes tracked by statewide database; share policy recommendations and best practices.</p>	<p>January- December 2011</p> <p>October - December 2011</p>
<p><b>REFINE &amp; IMPLEMENT WORK INCENTIVES COMPETENCY THREE TIER TRAINING MODEL AND VIRTUAL WORK INCENTIVES RESOURCE</b></p> <p>Outreach and marketing for Tier 1A training. To be conducted in 10 geographical areas across the state.</p> <p>Work with the Bureau of Behavioral Health (BBH), Office of Consumer Affairs and NAMI-NH to educate individuals and parents.</p> <p>Market and conduct Level 1B training, including training preparation and materials.</p> <p>Outreach to Regional Workforce Development Collaboratives (6 Collaboratives).</p> <p>Educate Service Coordinators at their annual Hot Topic training (Bureau of Developmental Services).</p>	<p>Help families and individuals understand work incentives. At least 200 individuals and families will complete training.</p> <p>Individuals and parents will gain basic work incentive knowledge through training. At least 200 individuals with mental illness and/or their families will complete this training.</p> <p>To build demand for training and to recognize the need to refer to Level 2. To have at least 100 people trained at Level 1B.</p> <p>Members of each Regional Workforce Development Coalitions will have participated in basic work incentives training</p> <p>Service Coordinators will gain basic work incentive knowledge through training.</p>	<p>January – December 2011</p> <p>January –December 2011</p> <p>March – December 2011</p> <p>January – December 2011</p> <p>June – December 2011</p>

Develop and distribute work incentive rack cards as part of the I Am Success and Think Beyond the Label campaigns.	Promote the importance and availability of work incentive counseling.	May – September 2011
Market the toll-free number for work incentive information and referrals.	To provide easy access to work incentive information and potential referrals.	Sept.– December 2011
Support the toll-free number and work incentive resource center website.	To provide more universal access to work incentive information and to provide current and correct information to stakeholder audiences.	Sept – December 2011
Update the work incentive resource center materials as needed.	Ensure that information on the Work Incentives Resource Center is current.	January – December 2011
Benefits Work Incentive Screening System (BWISS)* promotion, upgrades, and technical assistance.	Train Level 1B and 2 in the uses of BWISS and to upgrade BWISS to meet the needs of the Level 1B participants as user feedback demands.	January – December 2011
Outreach, marketing, and conducting Level 2 training for Community Mental Health Centers and Area Agencies. Hold four Level 2 Training throughout the state.	3 Mental Health Centers and 1 additional Area Agency will receive Level 2 training to better educate staff and meet fidelity requirement; Data will be tracked by all Level 2 specialists to monitor the impact of work incentives counseling on employment.	Sept – December 2011
Development of youth related benefits information.	Increase awareness and utilization of student work incentives. Increase utilization by 50%.	Sept – December 2011
Secure Business consultant to assist in the development of a sustainable benefits cost system. Including development of marketing materials.	Establish fee structures for benefits counseling and related supports based on market research. Marketing materials will be disseminated statewide via print and web.	January – December 2011

<p><b>WORK INCENTIVES SPECIALISTS PILOT OVERSIGHT</b></p> <p>JoAnne Malloy, UNH-IOD to continue to provide project oversight and management. Activities include convening and facilitating Work Incentives Specialist Capacity Building project meetings to monitor fidelity of the Three Tier Competency model.</p> <p>Assist Team to develop new pilot for expansion of Work Incentives Specialist Capacity to no fewer than 4 community mental health centers and 2 other agencies/providers.</p> <p>Facilitate monitoring of data and results of pilot. Link pilot activities to the Work Incentives Resource Center activities and sustainability strategies.</p>	<p>Create strong network of informed work incentives experts through completion of the appropriate levels and certification of the three Tier Competency Model.</p> <p>3 CMHC's plus two other agencies complete pilot leading to Level 2B competency.</p> <p>Data captured from pilot will help to build messaging around the impact of Level 2 training. Information will be shared with MIG &amp; State Agency Leadership.</p>	<p>January – December 2011</p>
<p><b>CMHC SUPPORTED EMPLOYMENT - BUILDING STATEWIDE CAPACITY</b></p> <ul style="list-style-type: none"> <li>Continue to strengthen NH's capacity to provide employment services to individuals with psychiatric disabilities by supporting the Bureau of Behavioral Health and Ten Community Mental Health Centers to operationalize and integrate supported employment into their service delivery by providing funding to offset staff time spent in training for work incentives &amp; job</li> </ul>	<ul style="list-style-type: none"> <li>Increased skill level among employment specialists and other treatment providers in the community mental health centers.</li> <li>Referrals for the SE program will increase as staff at centers increase their understanding of work incentive programs and are able to explain them in more depth to clients considering returning to work.</li> </ul>	<p>July – December 2011</p>

<p>development, vocational rehabilitation data management, and other topics related to the implementation of supported employment.</p> <ul style="list-style-type: none"> <li>Organize 2<sup>nd</sup> Annual Employment Summit for stakeholders in NH.</li> <li>Strengthen VR and CMHC partnership by providing ongoing technical assistance on collaborative implementation CMHCs and Vocational Rehabilitation.</li> </ul>	<ul style="list-style-type: none"> <li>At least 100 attendees related to supported employment in New Hampshire will attend Employment Summit.</li> <li>Additionally, it is expected that other stakeholders in the community (e.g., vocational rehabilitation, other agencies, and employers) will participate in this meeting and will increase their knowledge about supported employment, the benefits it offers to clients in mental health services, and how they can be supportive of the programs.</li> <li>Build consensus using national consultants regarding efforts to enhance partnerships between VR and CMHCs in NH.</li> <li>Production of working agreement between CMHCs and VR related to shared clients.</li> </ul> <p>Lessons learned and information generated from this group would be disseminated and shared statewide and nationally.</p>	<p>July – December 2011</p> <p>July - December 2011</p>
<p>Continue to build consumer demand for supported employment services for people with psychiatric disabilities by expanding the NAMI Family Employment Leadership Initiative.</p> <p>Assist CMHC's , NAMI-NH, and Office of Consumer Affairs to effectively disseminate marketing materials that promote employment.</p> <p>Assist individuals and families to develop strong</p>	<p>An additional 25 families will complete the Train the Trainer Model for families and individuals to promote employment.</p> <p>An additional 100 individuals with psychiatric disabilities and their families will be reached through an aggressive outreach campaign including the following partners: NAMI, Office of Consumer Affairs, local CMHC's and Peer Support Centers.</p>	<p>January – December 2011</p>

<p>advocacy skills during the employment planning process</p>	<p>Develop curriculum that helps empower self-advocates to navigate their employment planning process.</p>	
<p>Establish an asset development on-line resource center to be part of the “Employment Hub” connecting to the virtual Work Incentives Resource Center.</p> <p>Update and host Making Financial Connections Online Training</p> <p>Conduct outreach and technical assistance with disability service organizations and workforce coalitions to increase involvement in asset building activities to benefit their customers with disabilities</p> <p>Host Asset Summit with content and registrations representative of consumers, disability service organizations, and community development organizations.</p>	<p>Increased # of individuals with disabilities and employment staff will utilize the on-line resource center. The # of hits to the site will be monitored throughout 2011.</p> <p>100 trainees will complete the web-based training by 2011</p> <p>80% of CMHC, AA’s, and NHVR offices actively engaged in Asset Building Coalitions 20% increase in the number of individuals with disabilities accessing VITA sites</p> <p>Development of blue print on action steps and commitments each agency agrees to make to evolve asset building related activities that directly benefit their customers</p>	<p>June- December 2011</p> <p>June – December 2011</p> <p>September 2011</p> <p>October 2011</p>
<p>Unpaid employment opportunities Marketing/Educational materials</p> <ul style="list-style-type: none"> <li>• Development of materials for CRP’s and employers re: use of unpaid work experiences</li> </ul> <p>Training on how and when to use this tool</p>	<p>3 statewide trainings will be provided to educate providers and state agencies on how to use this tool.</p> <p>Materials will be produced and disseminated statewide to educate employment providers.</p>	<p>June- December 2011</p>

#### IV. Employment Data Collection, Analysis & Application

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**Goal #4:** Develop and employ a sustainable data system to track employment outcomes; facilitate decision-making, policy developments, and management of resources; and improve quality of services.

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Proposed Strategies/Activities	Projected Outcomes	Timeline
<b>EMPLOYMENT DATA SYSTEM</b>		
Finalize payments for work completed in Phase II of the regional implementation of the employment data system including John Snow, Inc (aka Community Health Institute), University of New Hampshire and Good Done Great.	Close down EIDSS operations..	April 2011
Transition EIDSS Oversight Board to Employment Outcome Data Review Committee.	Develop Oversight Committee developing and reviewing employment key indicators.	April – December 2011
Safeguard and store code on Intuit Platform.	Renew limited contract with Intuit	June 2011
Provide overview and Technical Assistance to CMS and/or other states for potential use of EIDSS application.	Offer system design to other states.	On-Going As needed
Explore alternative employment data outcome solutions within existing environment among statewide partners. Map existing applications to identify opportunities for expansion into employment outcome data collection.	Identify opportunities to develop existing applications to include employment data tracking.	April – June 2011
Select viable and probable solution that improves current level of employment data outcome reporting. Development of alternative application.		June – August 2011

<p>Utilize data fields identified through EIDSS construction for development of identified alternate solution.</p> <p><b>Implementation of alternative solution. Provide modest funding to all participating agencies during implementation process.</b></p> <p>Facilitate Reflective Practice/Quality Improvement Process using alternative data tracking solution. Work closely with ICI to train Vocational Supervisors in understanding how to effectively utilize data for performance management and improvement.</p>	<p>Quality improvement in data tracking, de-duplication, and timeliness of reporting</p> <p>Improvements in stakeholder satisfaction and functionality and value added.</p> <p>Participating agencies set performance measures and operationalize system changes resulting in improvements in employment and fidelity outcomes</p>	<p>September – December 2011</p> <p>October-December 2011</p>
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**V. Enhancement of Policies, Rules and Funding Arrangements for Employment Services**

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**Goal # 5:** Remove policy, regulation and payment related barriers to creating successful employment outcomes for individuals with disabilities.

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<b>Proposed Strategies/Activities</b>	<b>Projected Outcomes</b>	<b>Timeline</b>
<p>Convening activities for Employment Leadership Committees within Developmental Services, Behavioral Health and VR.</p>		<p>January - December 2011</p>

<ul style="list-style-type: none"> <li>• Utilize consultants from Institute for Community Inclusion to assist in establishing clear policy statements</li>   <li>• Assist Quality Council for Developmental Services to develop quality indicators for employment</li>   <li>• Examine alternative reimbursement structures to support paying for performance model.</li>   <li>• Offer Implementation Drivers Training and Technical Assisatnce to all key initiatives</li> </ul>	<ul style="list-style-type: none"> <li>• Establishment of clear employment policies.</li>   <li>• Revision of Administrative Rules to support revisions to policies.</li>   <li>• Clear Quality Indicators will be developed including the implementation of target goals and benchmarking.</li>   <li>• Identify an effective employment funding model for developmental services that helps to advance competitive employment.</li>   <li>• At least 4 Key MIG initiatives will become proficient utilizing Implementation Drivers to address effectiveness, efficiency and sustainability.</li> </ul>	
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**2011 NH MIG award of \$2,033,304. Activities within this workplan are subject to change based on meeting sustainability criteria and project timelines.**